

FIG. 1

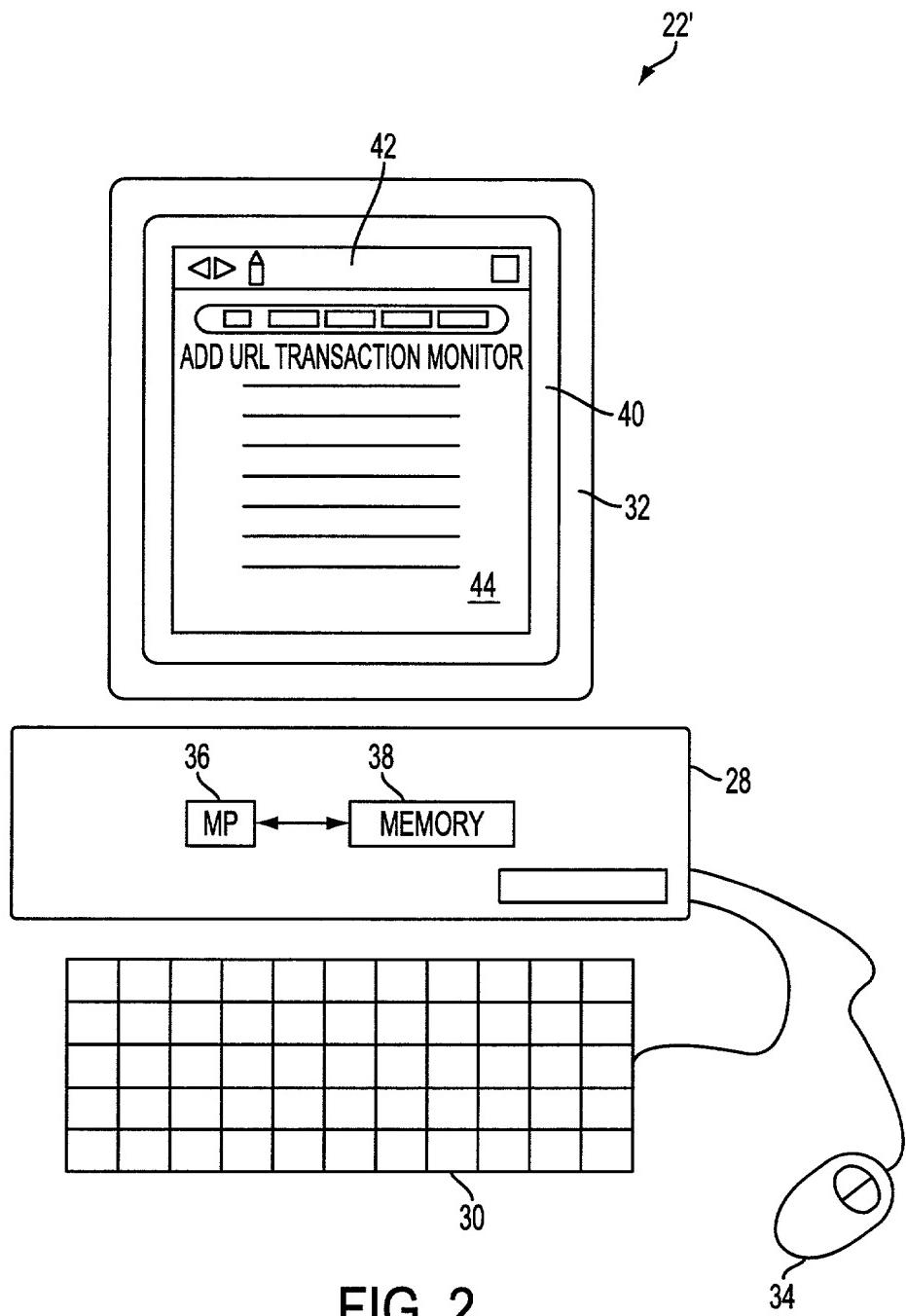


FIG. 2

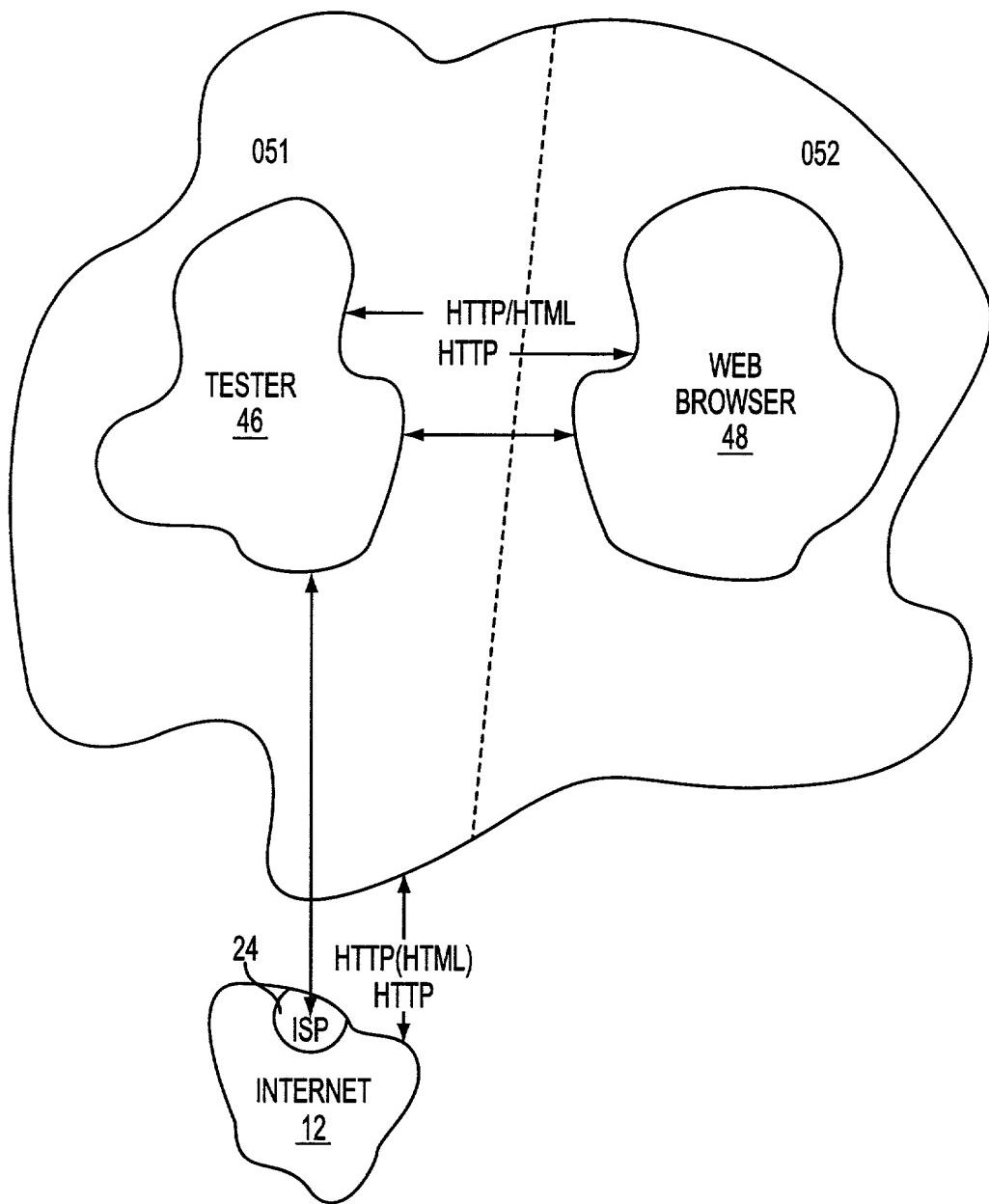


FIG. 2A

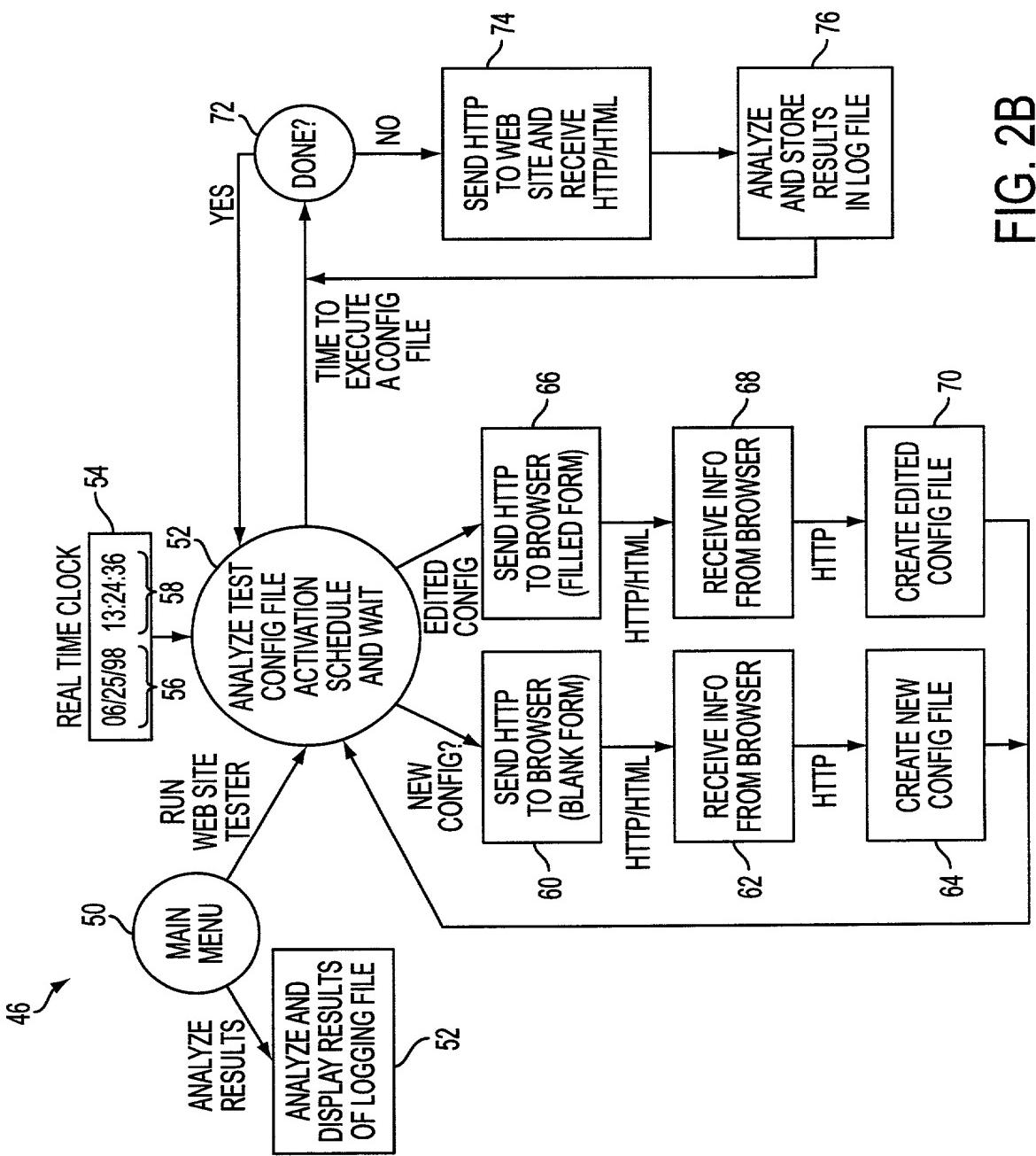


FIG. 2B

f r e s h w a t e r s o f t w a r e



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Is your business-critical web site up right now?

How do you know?

If you had SiteScope and SiteSeer, not only would you know if your web site was up, you would be confident that you would be notified immediately if a problem did occur. SiteScope allows you to monitor everything from memory and disk space usage to URL and service availability. Error notification is available via e-mail, pager, and SNMP traps. SiteScope can also run recovery scripts to correct common problems. The SiteSeer service monitors your site remotely, letting you know of problems your visitors are experiencing, but you're unaware of. Together, SiteScope and SiteSeer help ensure that your site is up and running smoothly 24 hours a day, 7 days a week.

SiteScope Software

- Version 3.0 Available Now!
- 24 hour monitoring of web pages, forms, servers, and more...
 - Immediate error notification via e-mail, pager, or SNMP trap
 - Escalation of notification
 - Automatic error recovery
 - Ability to integrate with enterprise solutions

[Review SiteScope 3.0's release notes!](#)

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SiteSeer Service

- E-commerce Transaction Testing Available!
- Remote web site monitoring 24 hours a day
 - Support for secure URLs
 - Verification of password protected pages
 - String matching on both page content and error messages

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Fresh News...

► PCToday raves about SiteScope in the work place in its February issue. [Full Story](#)

► DIGEX chooses SiteScope to monitor the world's largest dedicated server web site management facilities. [Full Story](#)

► SiteScope receives a Five Palm Tree rating from Beverly Hills Software. [Full Story](#)

"They've found an important niche from a web server administrator perspective... It's expandable and customizable; it's a fantastic product."

-- Brad Hogan, Newbridge Networks. [More customer quotes](#)

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Search Us

To search the documents on the Freshwater Software™ Web site, enter the words you want to search for below.

Search For

86

88

By default, only documents containing all the words are found. To find documents containing any of the words, separate them with "OR". For example, 'mail OR support' to find any documents containing either of these words.

Site Contents

Order

- [Ordering Options](#)
- [Online Order Form](#)
- [Product Pricing](#)
- [Fax or E-mail Order Form](#)

84

Products

- [SiteScope](#)
- [Product Overview](#)
- [Technical Specifications](#)
- [List of Monitors](#)
- [Download Page](#)
- [Order Form](#)
- [Pricing Information](#)
- [Live Demo](#)
- [Product Support Options](#)
- [SiteScope FAQ](#)
- [SiteScope Logos](#)
- [License Agreement](#)

- [SiteSeer](#)

- [Product](#)

Support

- [Online Documentation](#)
- [Software FAQ](#)
- [E-mail Support](#)

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- [Corporate Fact Sheet](#)
- [Management Bios](#)
- [Employee List](#)
- [Contact Info](#)
- [Directions to our Office](#)
- [Press Releases](#)
- [Freshwater in the Press](#)
- [SiteScope Data Sheet](#)
- [Customer Quotes](#)
- [SiteScope Screen Shots](#)
- [SiteSeer Data Sheet](#)
- [Management Biographies](#)

FIG. 3B

f r e s h w a t e r s o f t w a r e



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Search Results

Searching for: John

- [*Who We Are \(Thu 5 Feb 98\)*](#)
"john" 5 (John)
- [*SiteScopeFAQ \(Wed 3 Jun 98\)*](#)
"john" 4 (John)
- [*Freshwater Software Contact Information \(Thu 5 Feb 98\)*](#)
"john" 3 (John)
- [*Chief Technical Officer \(Tue 26 May 98\)*](#)
"john" 2 (John)
- [*Escalation Rules \(Fri 9 Jan 98\)*](#)
"john" 2 (John)
- [*DIGEX Selects Freshwater Software's SiteScope to Enhance Reliability for its Web Site Management Customers \(Thu 5 Feb 98\)*](#)
"john" 1 (John)
- [*MANAGEMENT BIOGRAPHIES \(Thu 5 Feb 98\)*](#)
"john" 1 (John)
- [*Freshwater Software™ Press Release \(Fri 30 May 97\)*](#)
"john" 1 (John)
- [*THE FRESHWATER SOFTWARE PRESS ROOM \(Thu 5 Feb 98\)*](#)
"john" 1 (John)
- [*Freshwater Software™ Press Release \(Thu 5 Feb 98\)*](#)
"john" 1 (John)

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This searchable archive was implemented with the [ICE search engine](#)

FIG. 3C

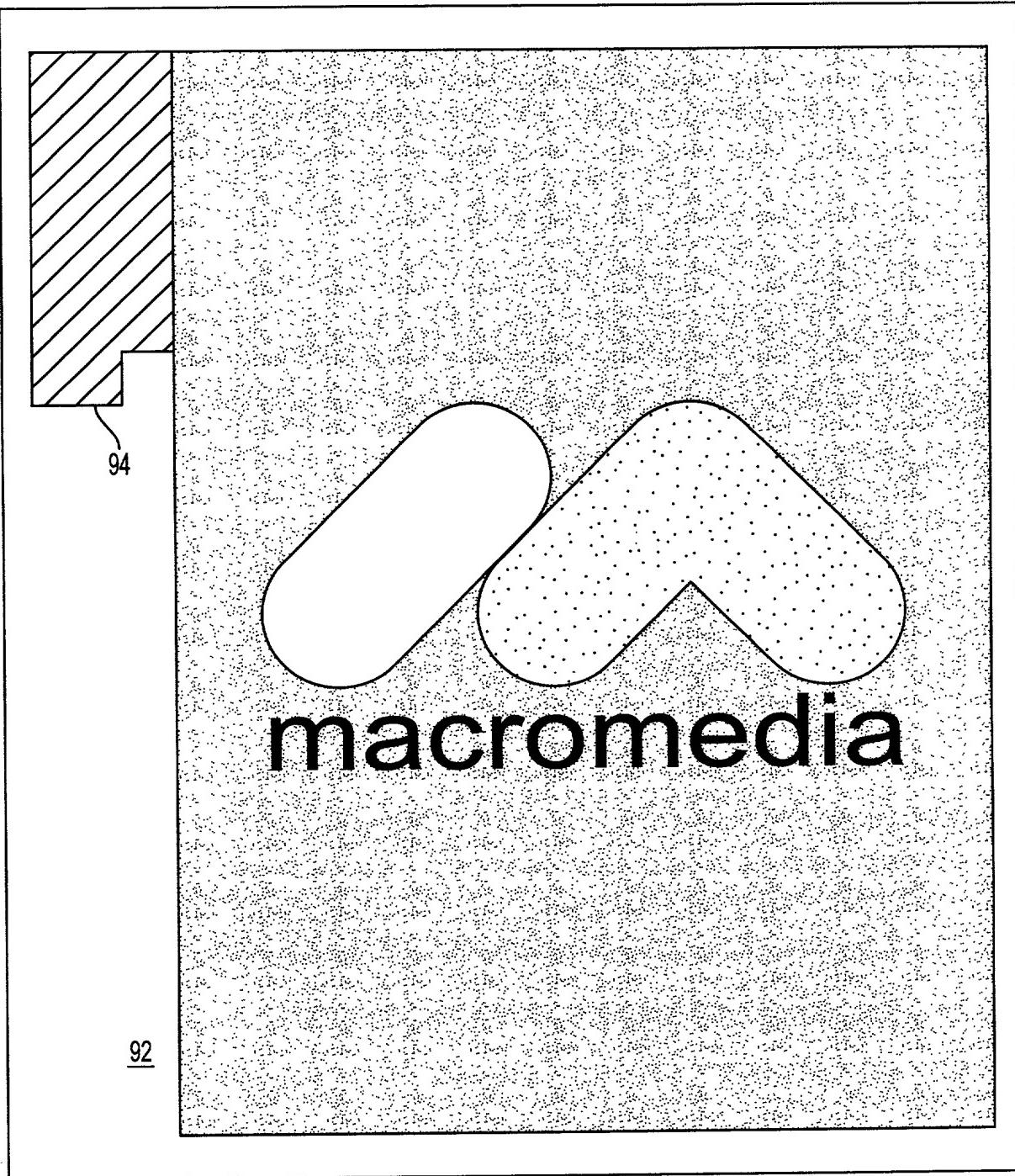


FIG. 3D

FIGURE 3E - FIGURE 3E



FIG. 3E

10 day SiteScope evaluation license
(10 days remaining)

SiteScope Group Reports Help ?

Add URL Transaction Monitor

96 100 98

102 Step 1 Type URL ▼
 the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

104 Step 1 Reference http://www.freshtech.com
 the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

106 Step 2 Type LINK ▼
 the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

108 Step 2 Reference SEARCH
 the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

110 Step 3 Type FORM ▼
 the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

112 Step 3 Reference http://
 the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, of a button name of Submit)

114 Step 4 Type URL ▼
 the type of item being referred to in the reference (the next field) - this is used to determine with parts of the HTML will be scanned for text matches.

116 Step 4 Reference http://www.macromedia.com
 the URL, link, or submit button to be followed at this step (examples: a URL of http://demo.freshtech.com, a link of Next, or a button name of Submit)

118 Update every 10 minutes ▼
 amount of time between checks of a monitor

120 Title title that should appear in the Monitor table (optional)

96

Add Monitor

122

FIG. 4A

124
96

Disable
temporarily disable monitor sampling and alerting

Step 1 POST Data

Name = ABC
Address = DEF

optional name=value variables, one per line, to send with a POST request for this step

Step 1 Match Thank you for entering your name 128
Content optional text to match against content of the URL for this step

Step 1 Error If Invalid entry 130
Match optionally generate an error if the content of the URL for this step contains this text

Step 1 Authorization PAUL 132
User Name optional user name if the URL for this step requires authorization

Step 1 Password SECRET 134
optional password if the URL for this step requires authorization

Step 2 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 2 Match Content optional text to match against content of the URL for this step

Step 2 Error If Match 136
optional text to match against content of the URL for this step

Step 2 Authorization User Name 138
optional user name if the URL for this step requires authorization

Step 2 Password optional password if the URL for this step requires authorization

Step 3 POST Data

optional name=value variables, one per line, to send with a POST request for this step

Step 3 Match Content optional text to match against content of the URL for this step

Step 3 Error If Match 140
optional text to match against content of the URL for this step

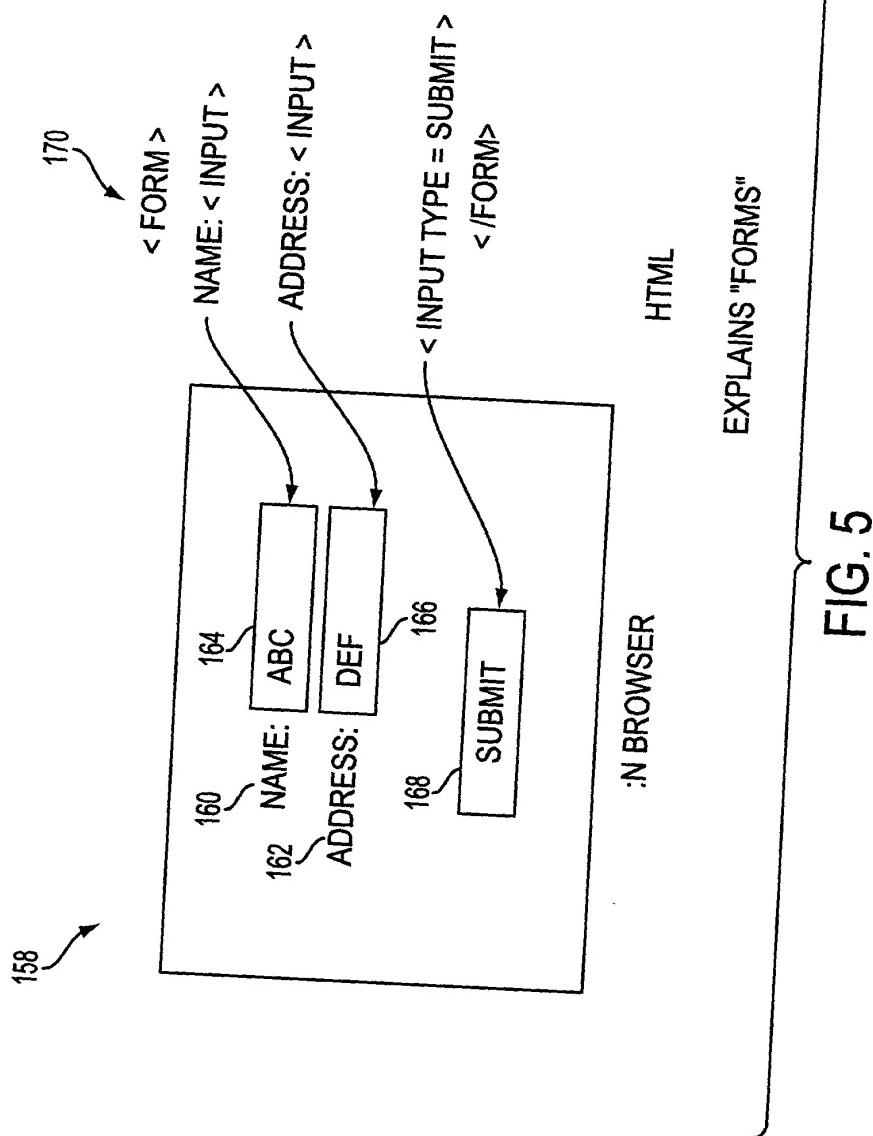
Step 3 Authorization User Name 142
optional user name if the URL for this step requires authorization

FIG. 4B

Step 3 Password	<input type="text"/>	optional password if the URL for this step requires authorization	
Step 4 POST Data	<input type="text"/>	optional name=value variables, one per line, to send with a POST request for this step	
Step 4 Match Content	<input type="text"/>	optional text to match against content of the URL for this step	
Step 4 Error If Match	<input type="text"/>	optionally generate an error if the content of the URL for this step contains this text	
Step 4 Authorization User Name	<input type="text"/>	optional user name if the URL for this step requires authorization	
Step 4 Password	<input type="text"/>	optional password if the URL for this step requires authorization	
Verify Error			
if the monitor detects an error, immediately perform the check again to verify the error.			
138	<input type="text"/> 60	minutes	136
Update every (on errors)	the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank		
140	<input type="text"/> every day, all day		
Schedule	schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled		
142	Edit Schedules		
Monitor Description	<input type="text"/>		
			144
Report Description	<input type="text"/>		
			146
Timeout	<input type="text"/> 60		
			148
the time out, in seconds, to wait for entire sequence to complete			
HTTP Proxy	<input type="text"/>		
			150A
optional proxy server to use including port (example: proxy.freshtech.com:8080)			
Proxy Server User Name	<input type="text"/>		
			150B
optional user name if the proxy server requires authorization			
Proxy Server Password	<input type="text"/>		
			150C
optional password if the proxy server requires authorization			
List Order	<input type="text"/> last	152	
choose where this monitor appears in the list of monitors on the Monitor Detail page			
Error if	<input type="text"/> status != 200 (default)	<input type="text"/> !=	<input type="text"/>
122	154		
Warning if	<input type="text"/> status == -994 (default)	<input type="text"/> ==	<input type="text"/>
122	96		
Add Monitor	156		

FIG. 4C

Y E S S E N T I A L S



example.mg

```
_id=1
_class=URLSequenceMonitor
_name=URL Transaction: http://www.freshtech.com
_description=
_monitorDescription=Example transaction of 5 steps
_frequency=600
_timeout=60
_errorFrequency=120
_disabled=false
_verifyError=false
_proxy=
_proxyusername=
_proxypassword=
_schedule=
    _referenceType1=url
    _reference1=http://www.freshtech.com
    _errorContent1=Not Found
    _username1=
    _password1=
    _content1=
    _referenceType2=link
    _reference2=SEARCH
    _errorContent2=
    _username2=
    _password2=
    _content2=
    _referenceType3=form
    _reference3=Find Documents
    _postData3=KEYWORDS=John
    _content3=Officer
    _errorContent3=
    _username3=
    _password3=
    _referenceType4=url
    _reference4=http://www.macromedia.com/index.html
    _errorContent4=
    _username4=
    _password4=
    _content4=
    _referenceType5=frame
    _reference5=mm_nav
    _errorContent5=
    _username5=
    _password5=
    _content5=
```

174 → 172

176 {

178 {

180 {

182 {

184 {

FIG. 6

8
8

SEARCHED INDEXED
SERIALIZED FILED

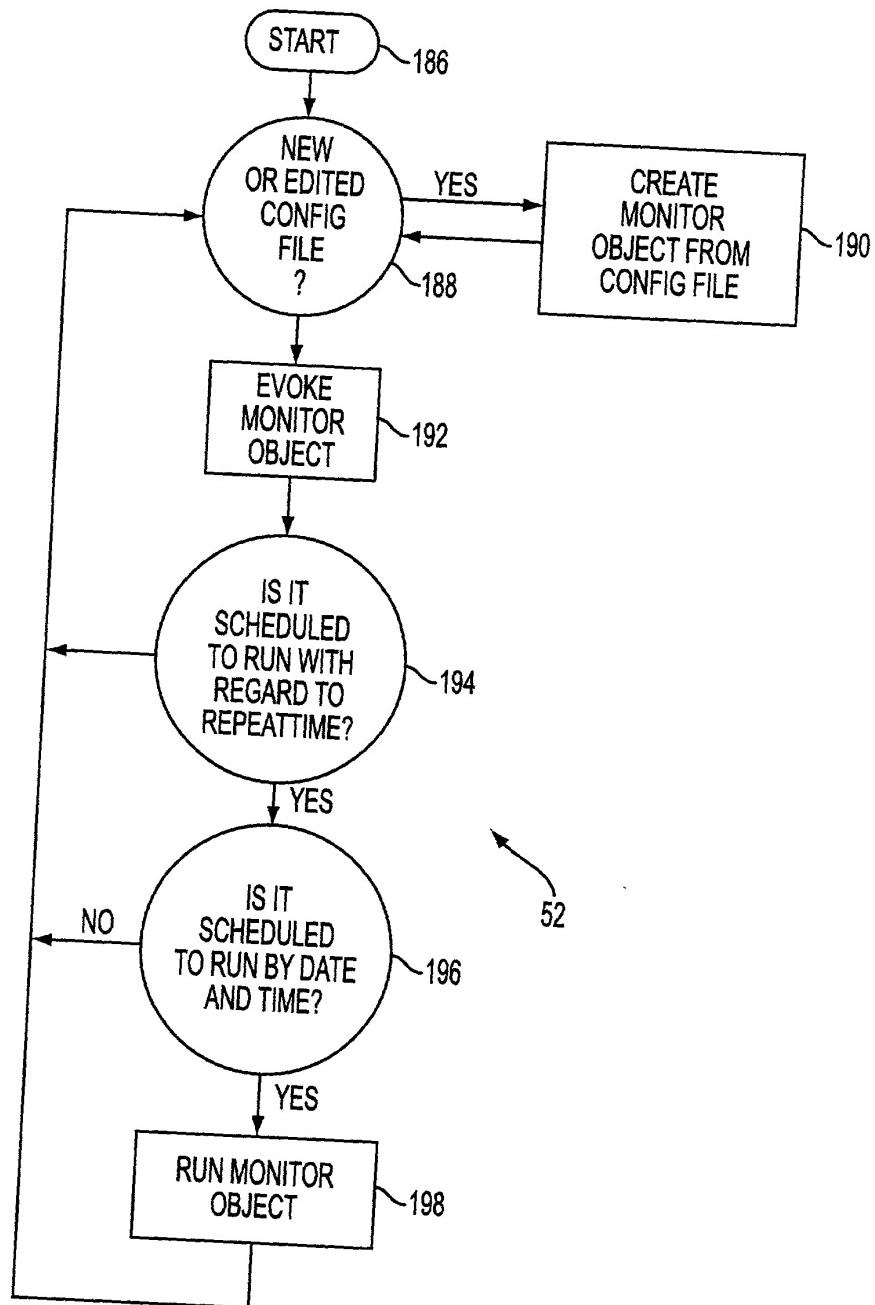


FIG. 7

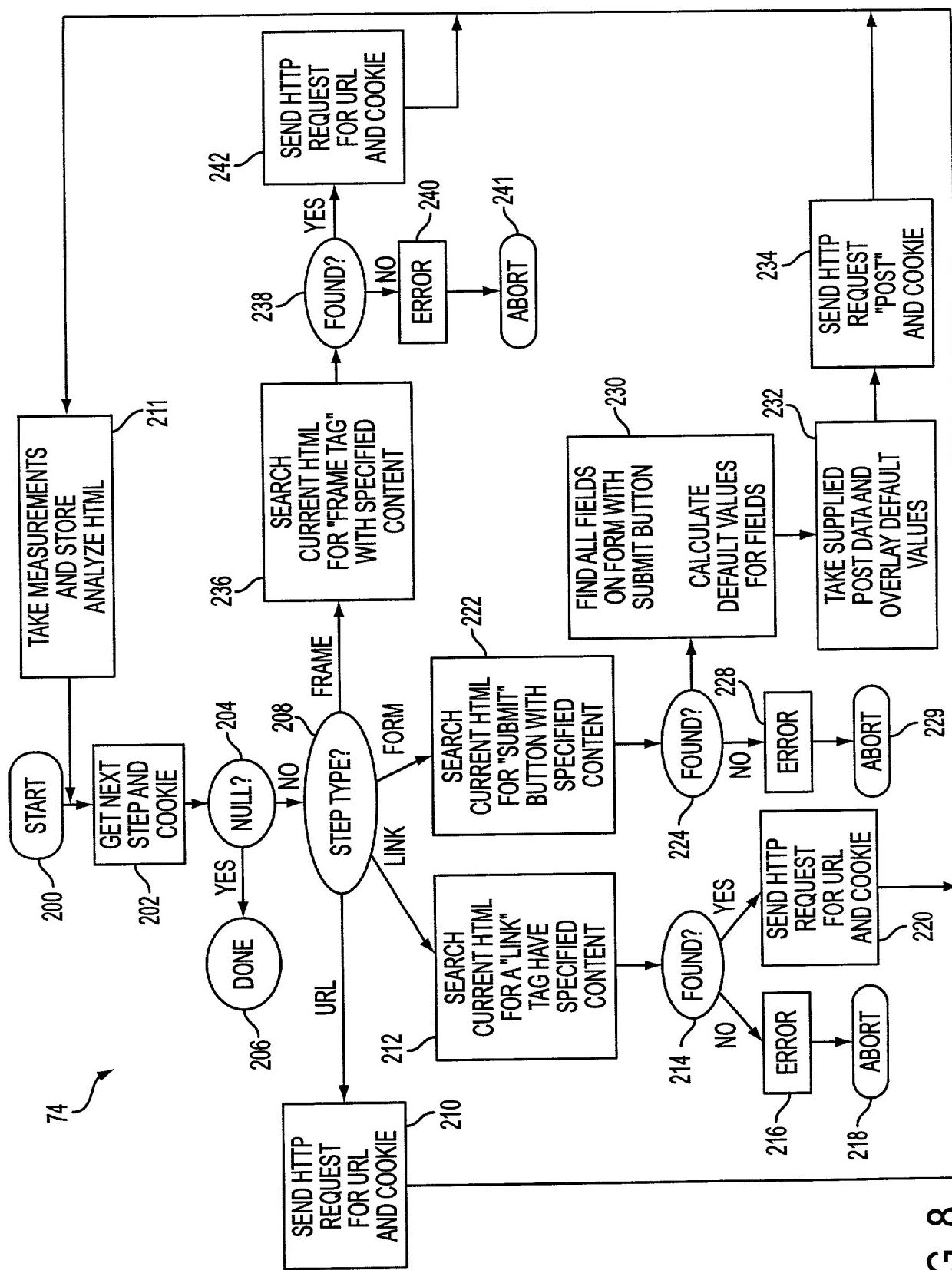


FIG. 8

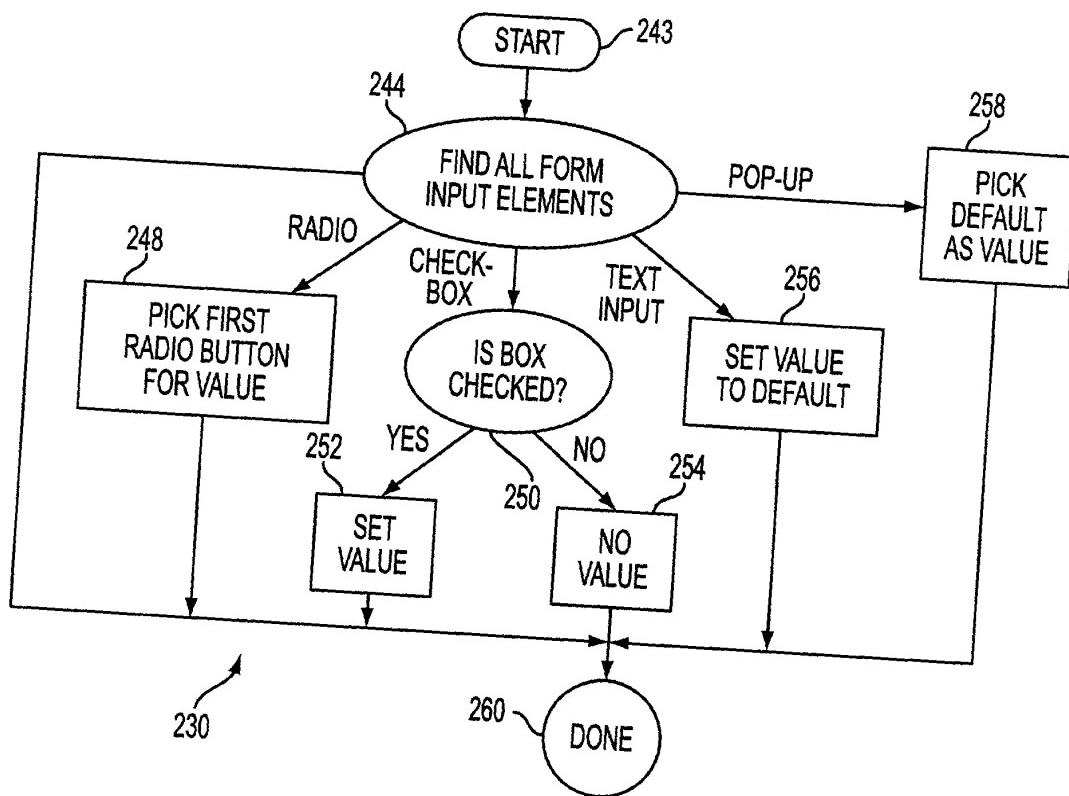


FIG. 8A

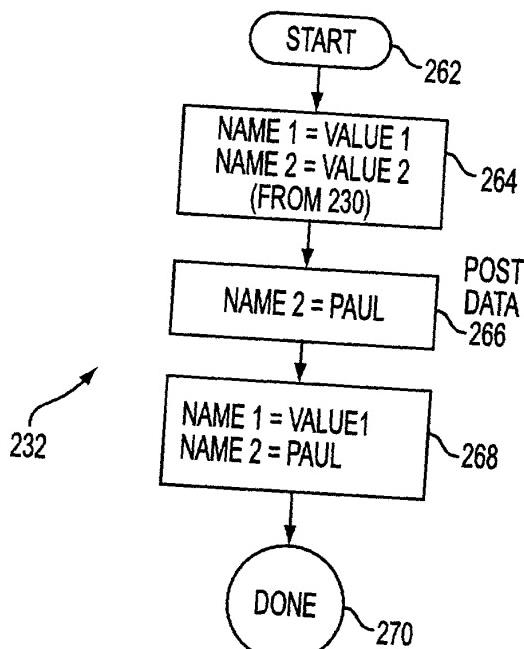


FIG. 8B

SEARCHED INDEXED
SERIALIZED FILED

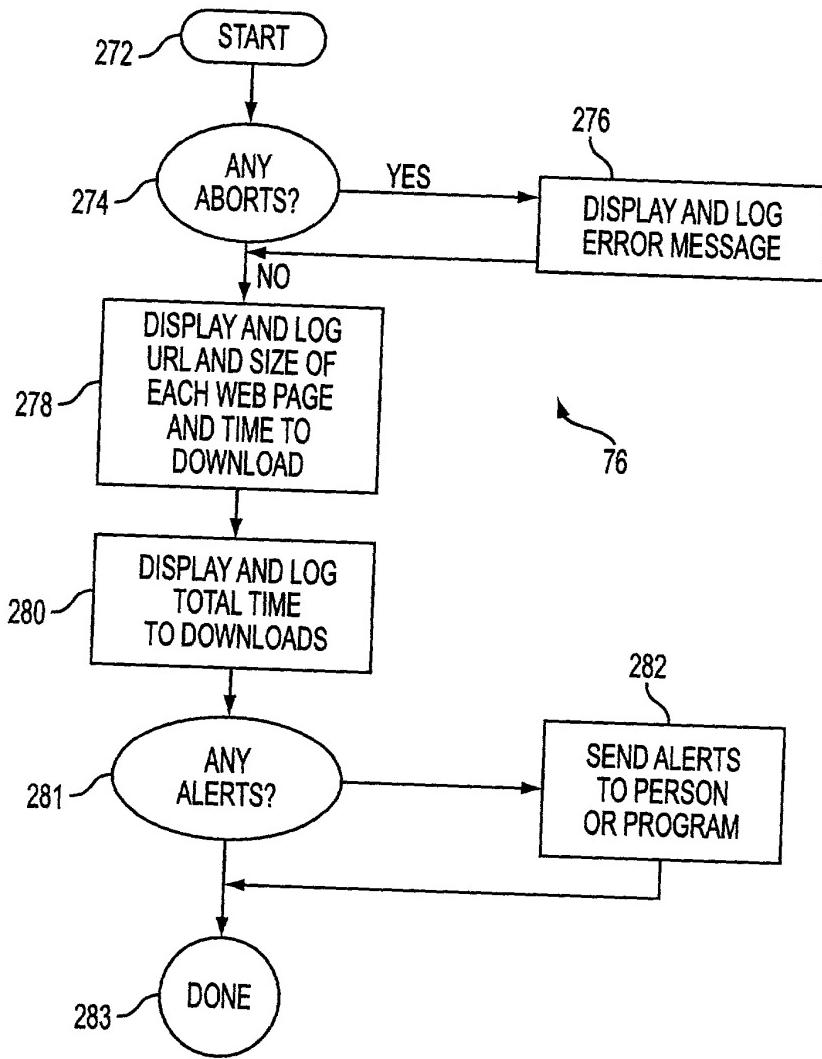


FIG. 9

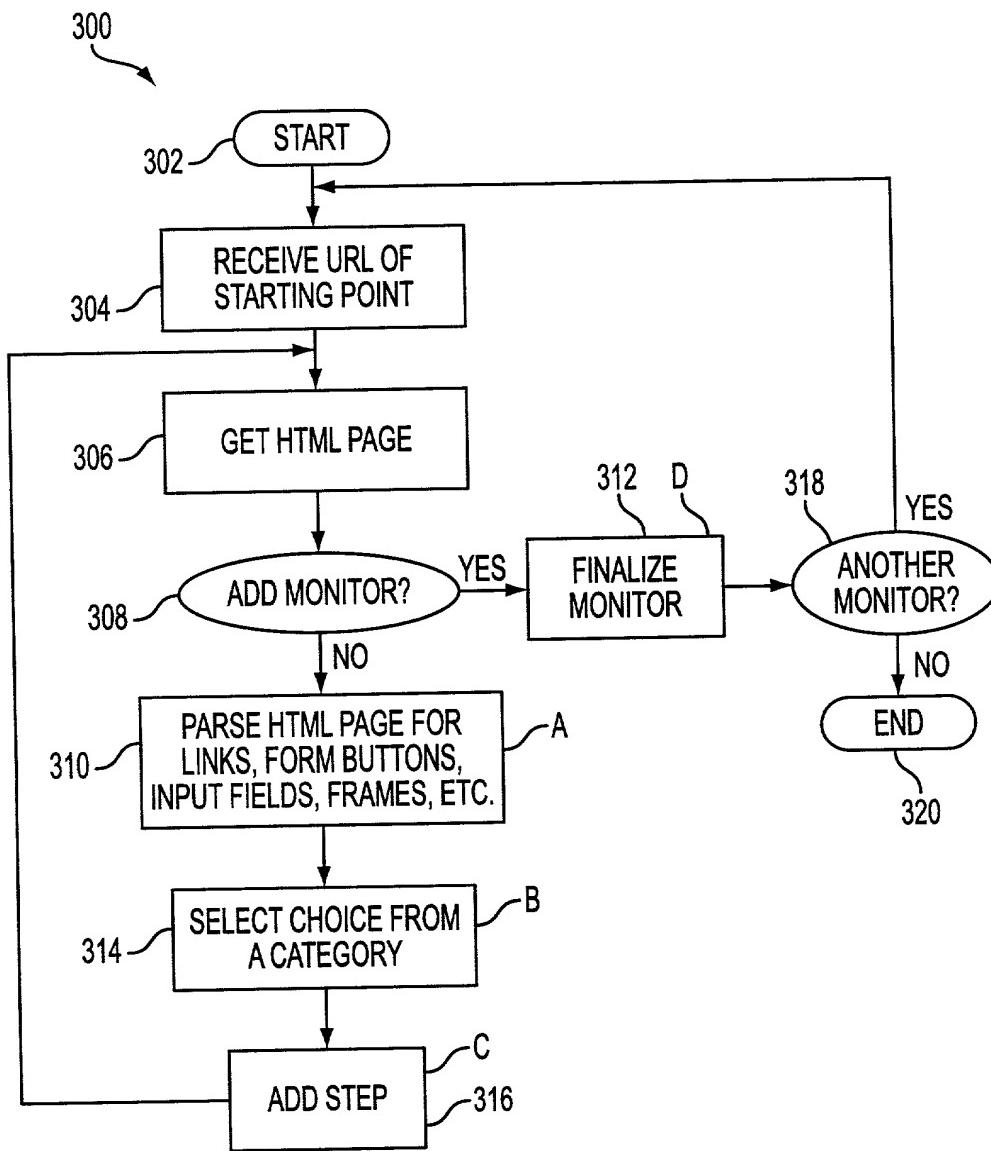


FIG. 10

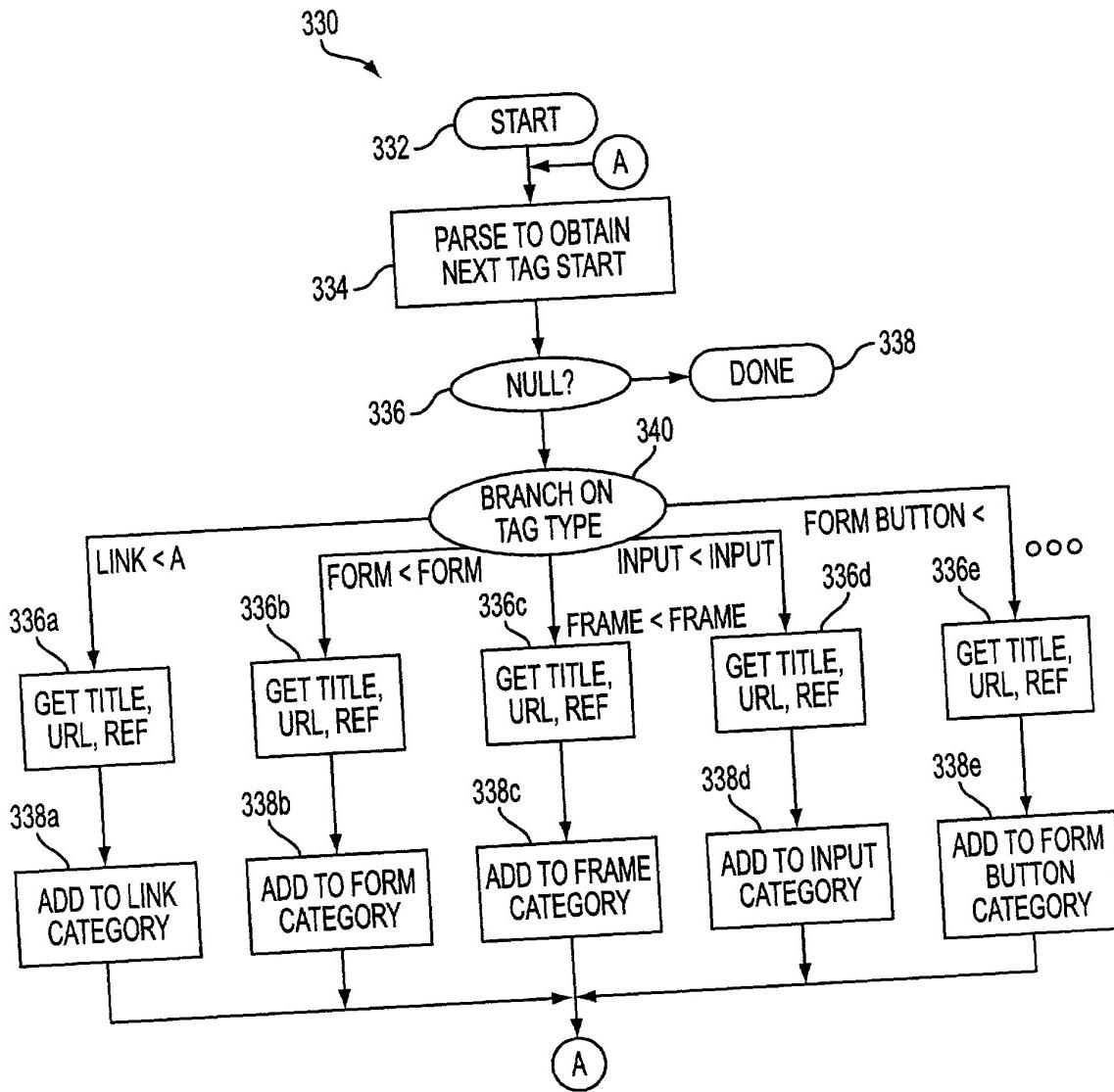


FIG. 10A

FIG. 10B

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com 350

ok, 0.19 sec

Step 2 Select which option to use for the next step in the transaction 352

PRODUCTS

This is a list of available links on this page

{/index-cgi/ice-form.pl} Search 354

This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

{/index-cgi/ice-form.pl} KEYWORDS=
{/index-cgi/ice-form.pl} DAYS=
{/index-cgi/ice-form.pl} THESAURUS=
{/index-cgi/ice-form.pl} SUBSTRING=substring 356

This is a list of available input items on this page, the format is {FormName} InputName

http://

Example: http://demo.freshtech.com

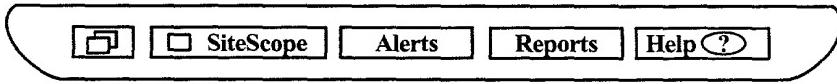
358 Back 1 Step 360 Add Step 362 Add Monitor

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings



Add URL Transaction Monitor

Step 1 url http://www.freshtech.com 370

Step 2 link PRODUCTS
ok, 0.80 sec

Step 3 Select which option to use for the next step in the transaction

SiteScope 352

This is a list of available links on this page

{/index-cgi/ice-form.pl} Search 354

This is a list of available Submit buttons on this page, the format is {FormName} ButtonName

{/index-cgi/ice-form.pl} KEYWORD=John 356

{/index-cgi/ice-form.pl} DAYS=

{/index-cgi/ice-form.pl} THESAURUS=

{/index-cgi/ice-form.pl} SUBSTRING=substring

This is a list of available input items on this page, the format is {FormName} InputName

http://

Example: http://demo.freshtech.com

358 Back 1 Step 360 Add Step 362 Add Monitor

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes

Title

Advanced Settings

FIG. 10C

SiteScope Alerts Reports Help ?

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com 380

Step 2 link PRODUCTS

Step 3 form Search

KEYWORDS=John
ok, 1.18 sec

Step 4 Select which option to use for the next step in the transaction 352

<!>The Freshwater Software Team </!>

This is a list of available links on this page

http://www.macromedia.com/index.html 357

Example: http://demo.freshtech.com

358 Back 1 Step 360 Add Step 362 Add Monitor

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes ▼
Title

Advanced Settings

Disable
temporarily disable monitor sampling and alerting

FIG. 10D

390

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search
KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html
ok, 1.54 sec

Step 5 Select which option to use for the next step in the transaction

Microsoft Internet Explorer 352
This is a list of available links on this page

contents 364
This is a list of available frames on this page

http:// 357
Example: http://demo.freshtech.com

358 360 362

Back 1 Step Add Step Add Monitor

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every 10 minutes

Title

Advanced Settings

FIG. 10E

400

Add URL Transaction Monitor

Step 1 url http://www.freshtech.com

Step 2 link PRODUCTS

Step 3 form Search
KEYWORDS=John

Step 4 url http://www.macromedia.com/index.html

Step 5 frame contents
ok, 2.51 sec

Step 6 Select which option to use for the next step in the transaction

This is a list of available links on this page

http://
Example: http://demo.freshtech.com

358 357 360 362

Back 1 Step **Add Step** **Add Monitor**

Choose **Back** to go back to the previous step in the transaction
Choose **Add Step** to add this step and go on to the next step in the transaction
Choose **Add Monitor** when you have added all the steps for this URL Transaction monitor

Update Every minutes ▾
Title

Advanced Settings

FIG. 10F

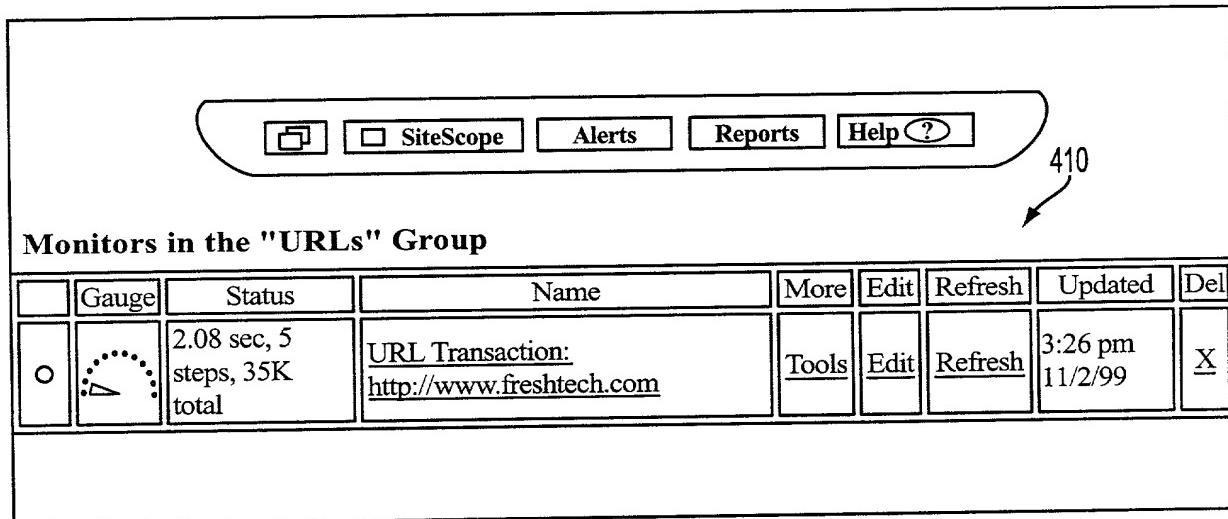


FIG. 10G

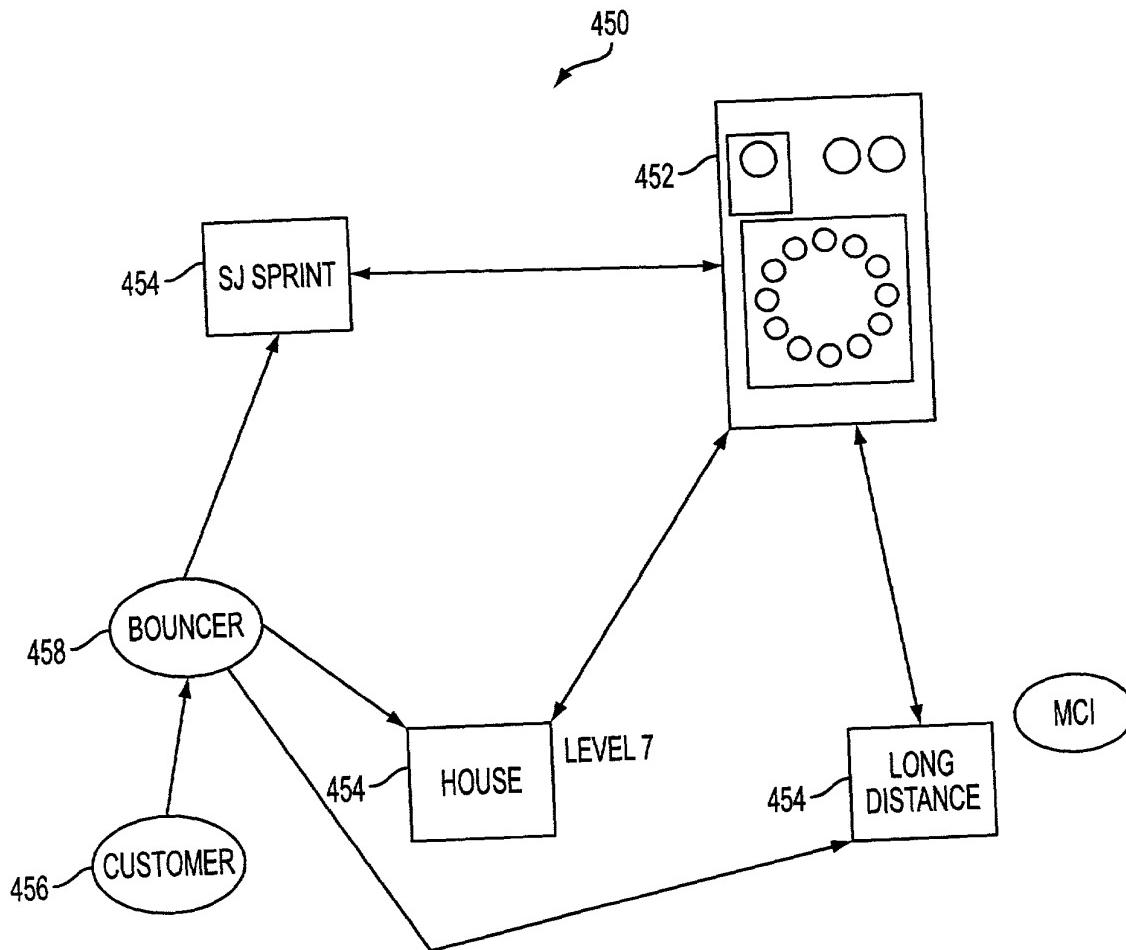


FIG. 11

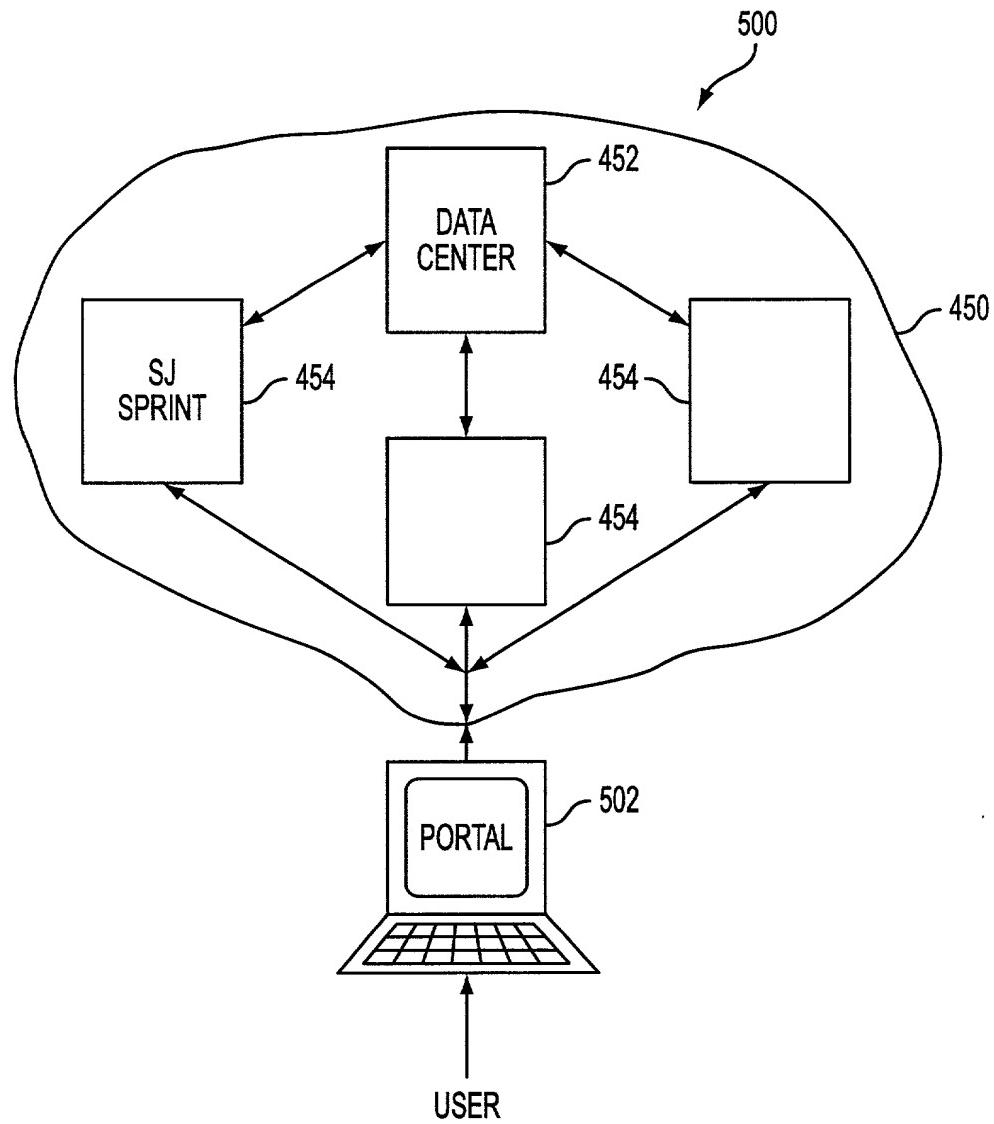


FIG. 12

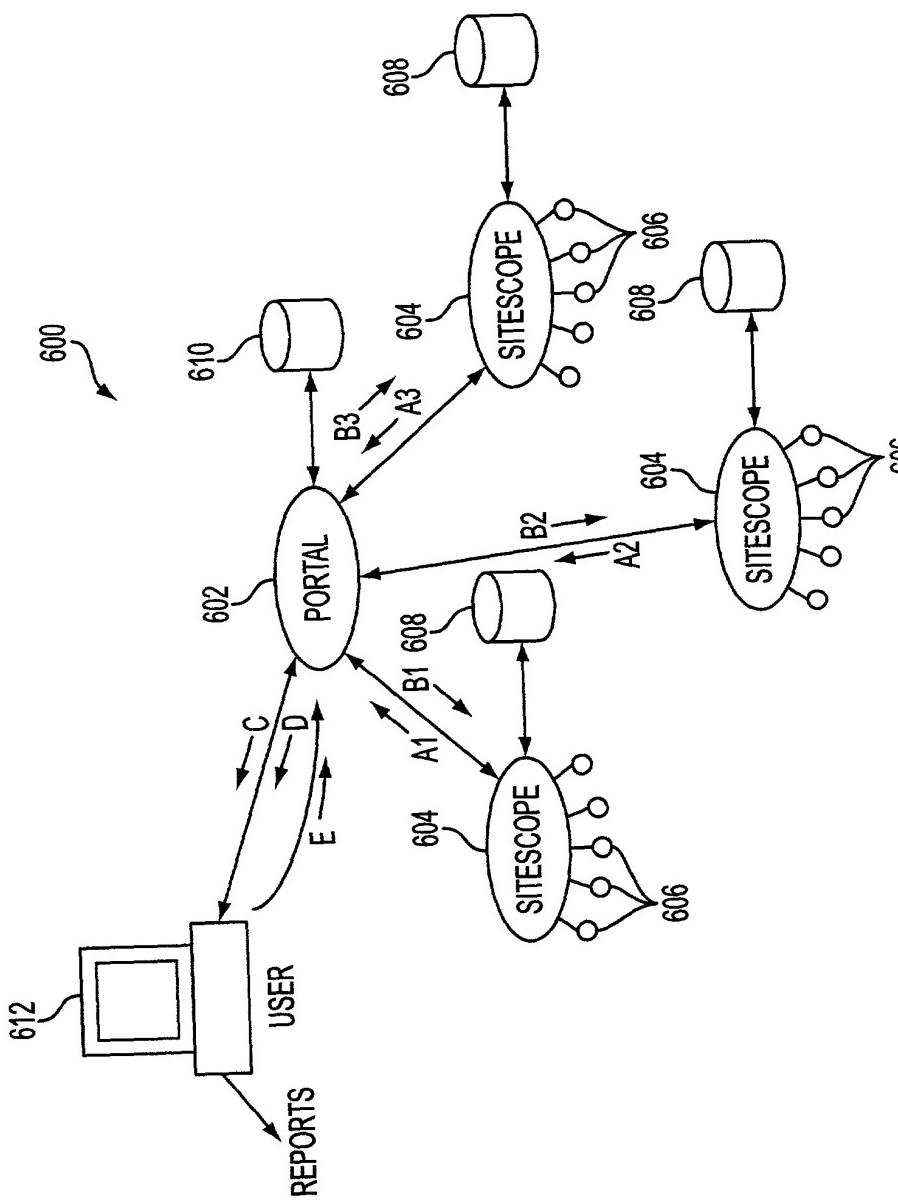


FIG. 13

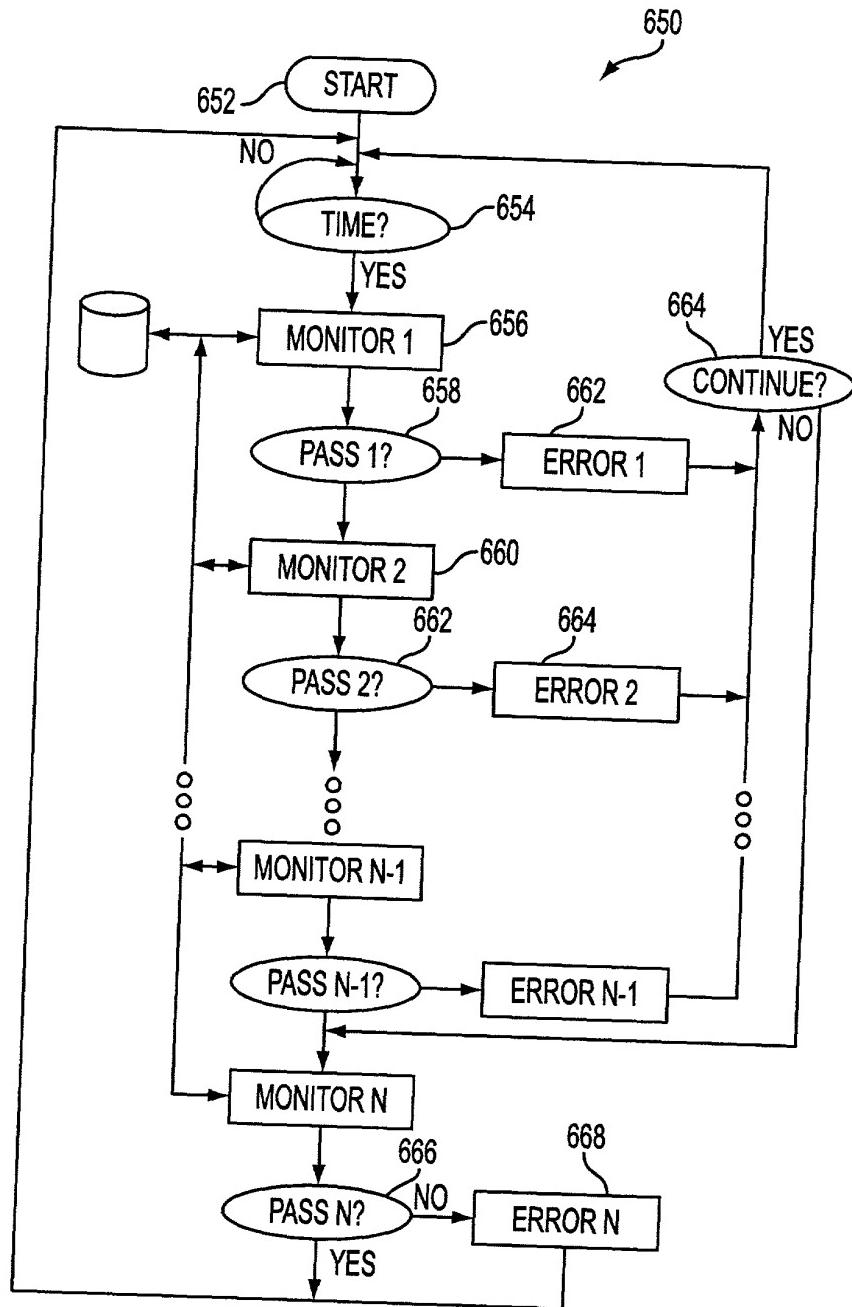


FIG. 14

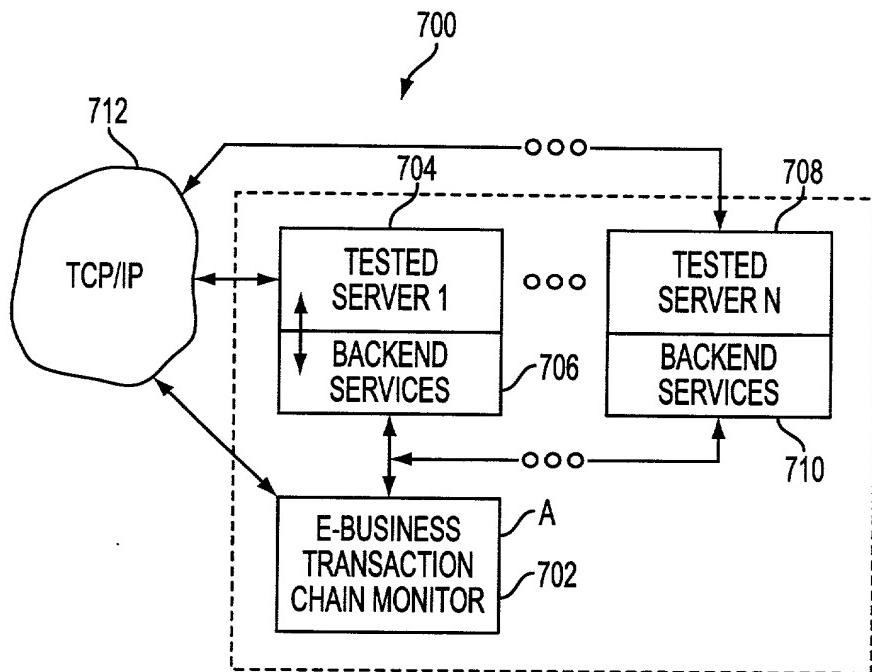


FIG. 15

SiteScope extended evaluation license
(13 days remaining)

SiteScope Group Reports Help ?

Add Composite Monitor

A Items 754 752 ①

test
test: Transaction: Place order using ordering web site
test: Database: Confirm in orders database
test: Transaction: look for order in account web site
test: Script: check order in legacy system
test: Mail: Receive Confirmation Email
test: Transaction: check shipping detail on UPS web site

select one or more groups and/or monitors that will be checked

Update every 10 minutes 756

amount of time between checks of a monitor

Title

Add Monitor

Advanced Options

Disable
temporarily disable monitor sampling and alerting

Run Monitors
Run each monitor before checking.

Single Session
Run all monitors in a single session - if this box is checked then URL monitors use the same set of cookies and the same connection to the server.

Monitor 0

Delay If running each monitor, delay in seconds between monitors

Check All Monitors in Group(s)
By default, a group is counted as a single item when checking status. If this box is checked, all of the monitors in selected groups (and their subgroups) are checked and counted towards the totals.

Verify Error
if the monitor detects an error, immediately perform the check again to verify the error.

FIG. 16A

Update every minutes

(on errors) the amount of time between checks whenever the status of the monitor is not ok, the Update value from above is used if this is left blank

Schedule schedule for the monitor to be enabled - for example, disable Sunday from 10:00 to 14:00, if blank monitor is always enabled

Edit Schedules

Monitor

Description additional description of monitor that appears on Monitor Detail page (optional)

Report

Description additional description of monitor that appears on Reports and in monitor popup info (optional)

List Order
choose where this monitor appears in the list of monitors on the Monitor Detail page

Error if >

Warning if >

Good if >=

Monitor



SiteScope™

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FIG. 16B

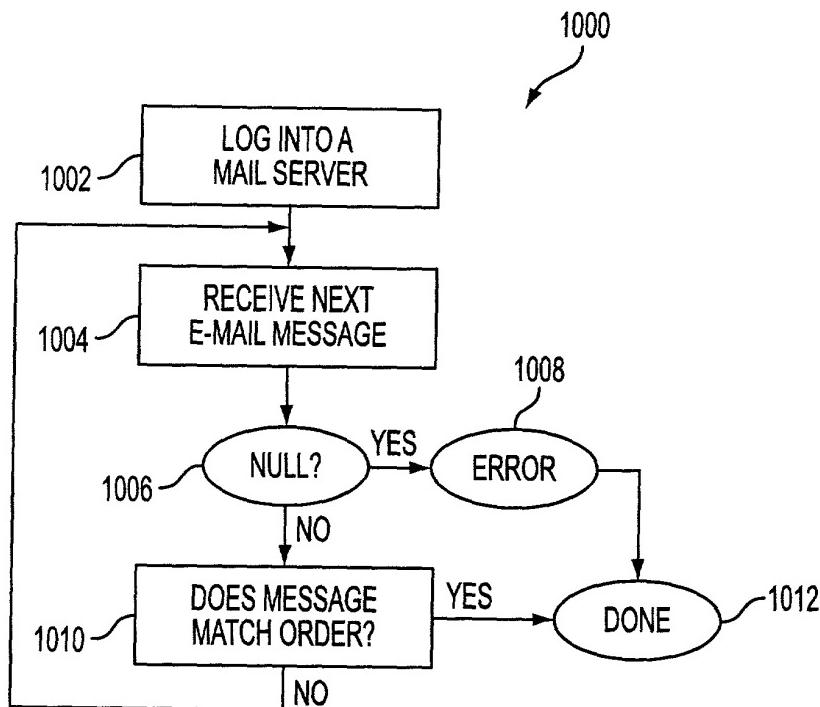


FIG. 17A

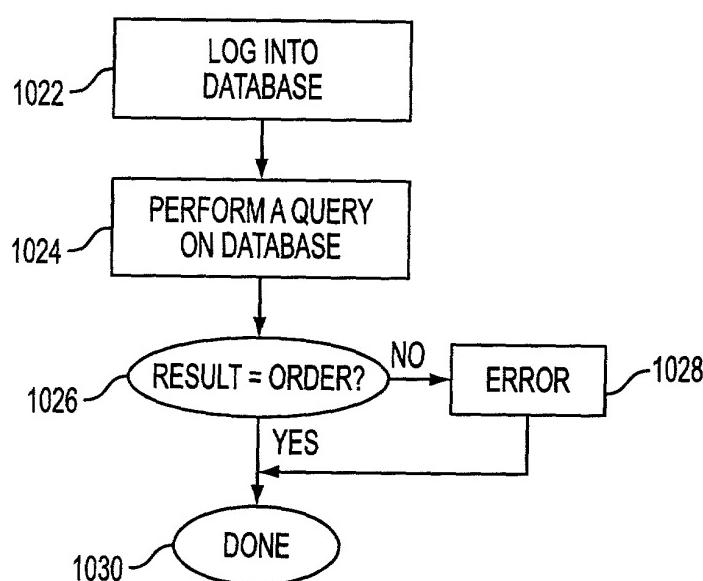


FIG. 17B

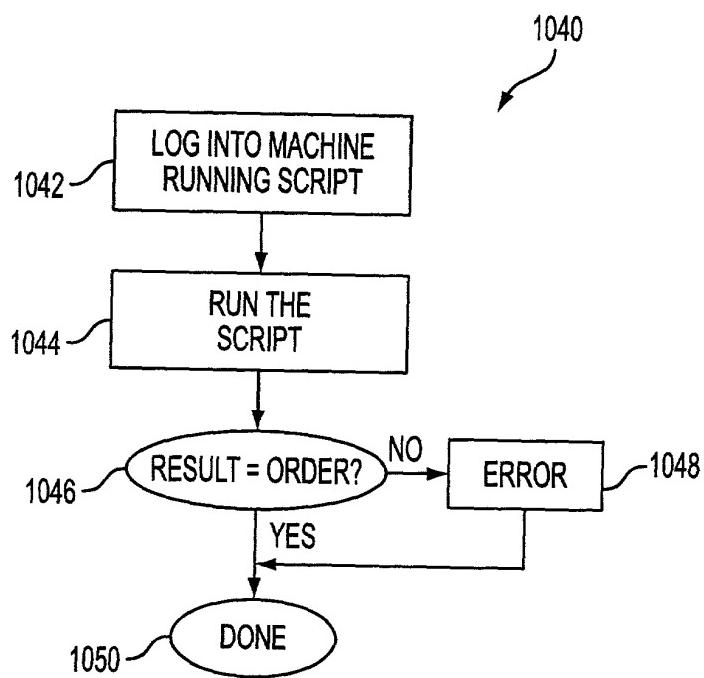


FIG. 17C

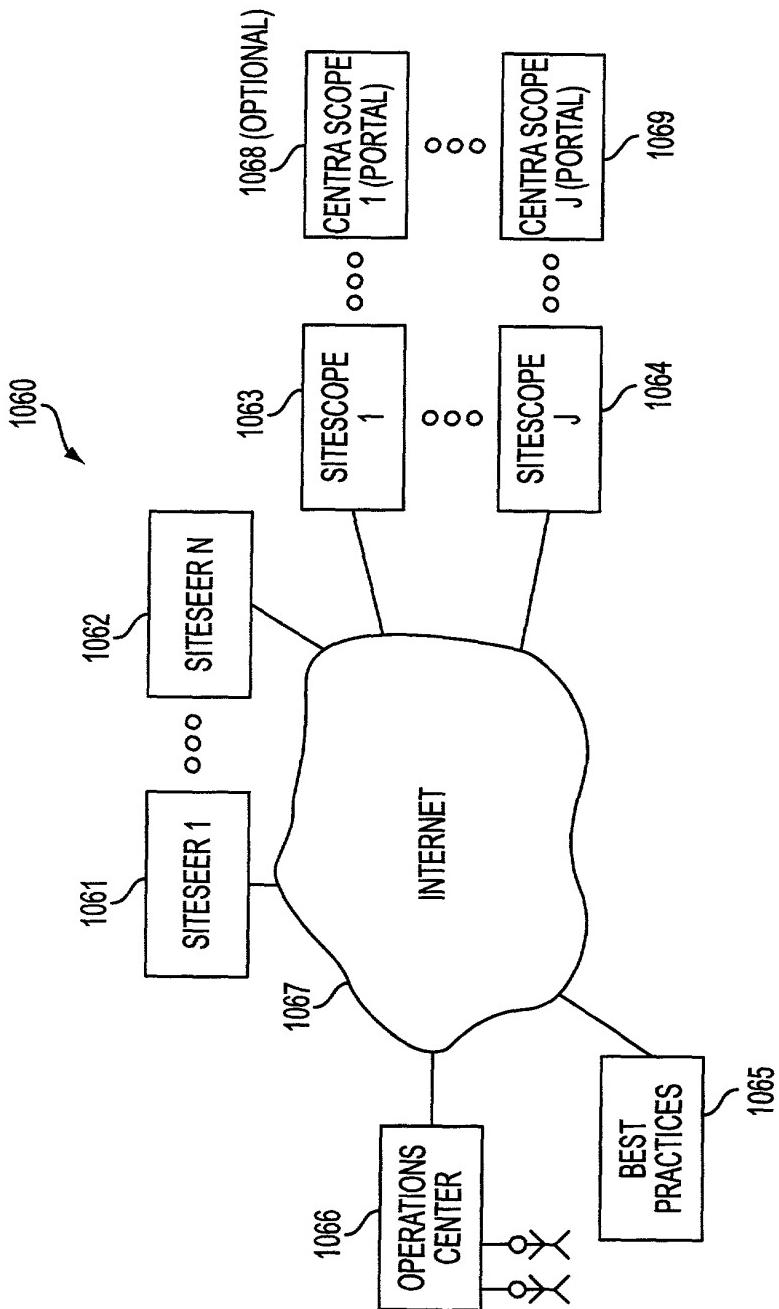


FIG. 18

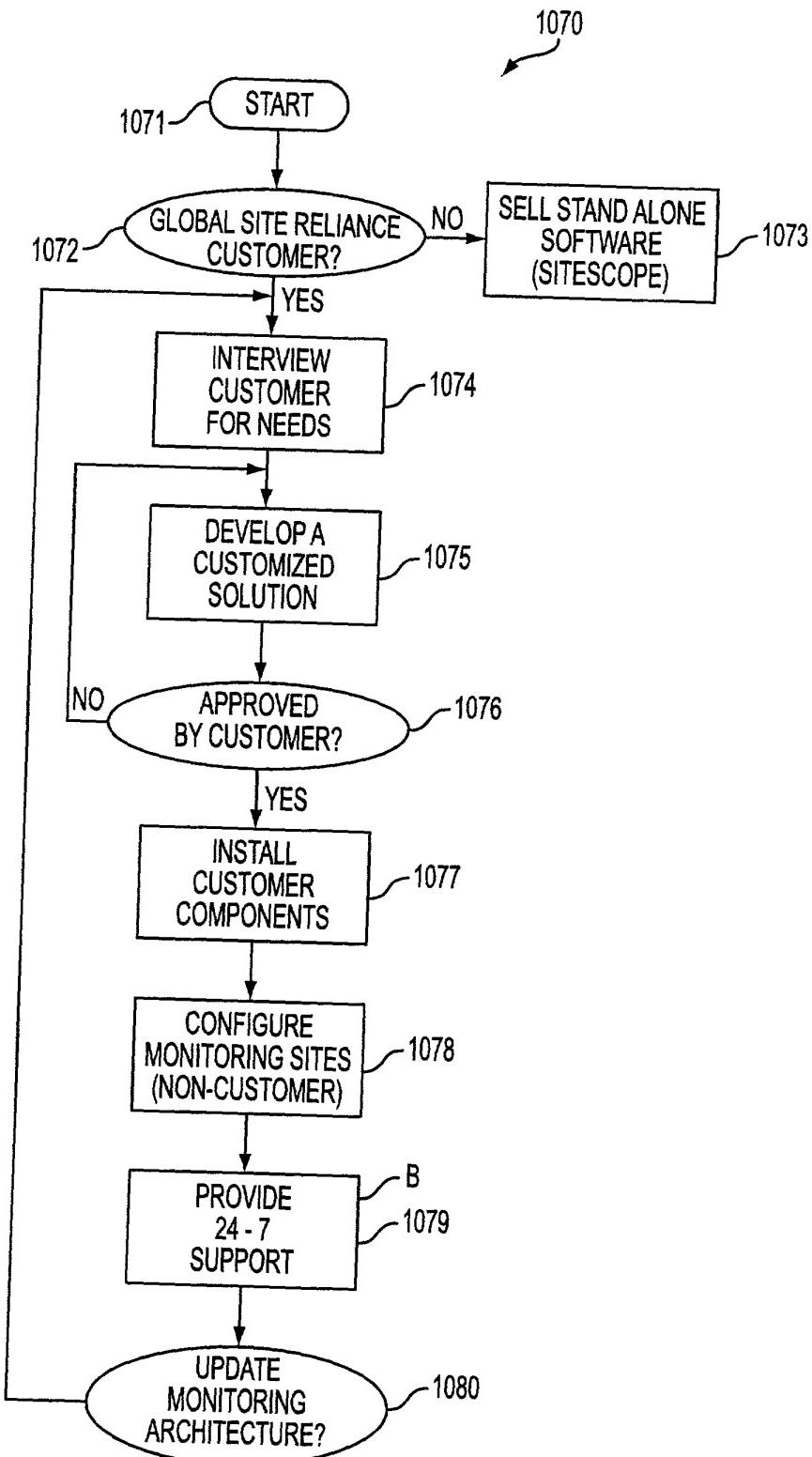


FIG. 19

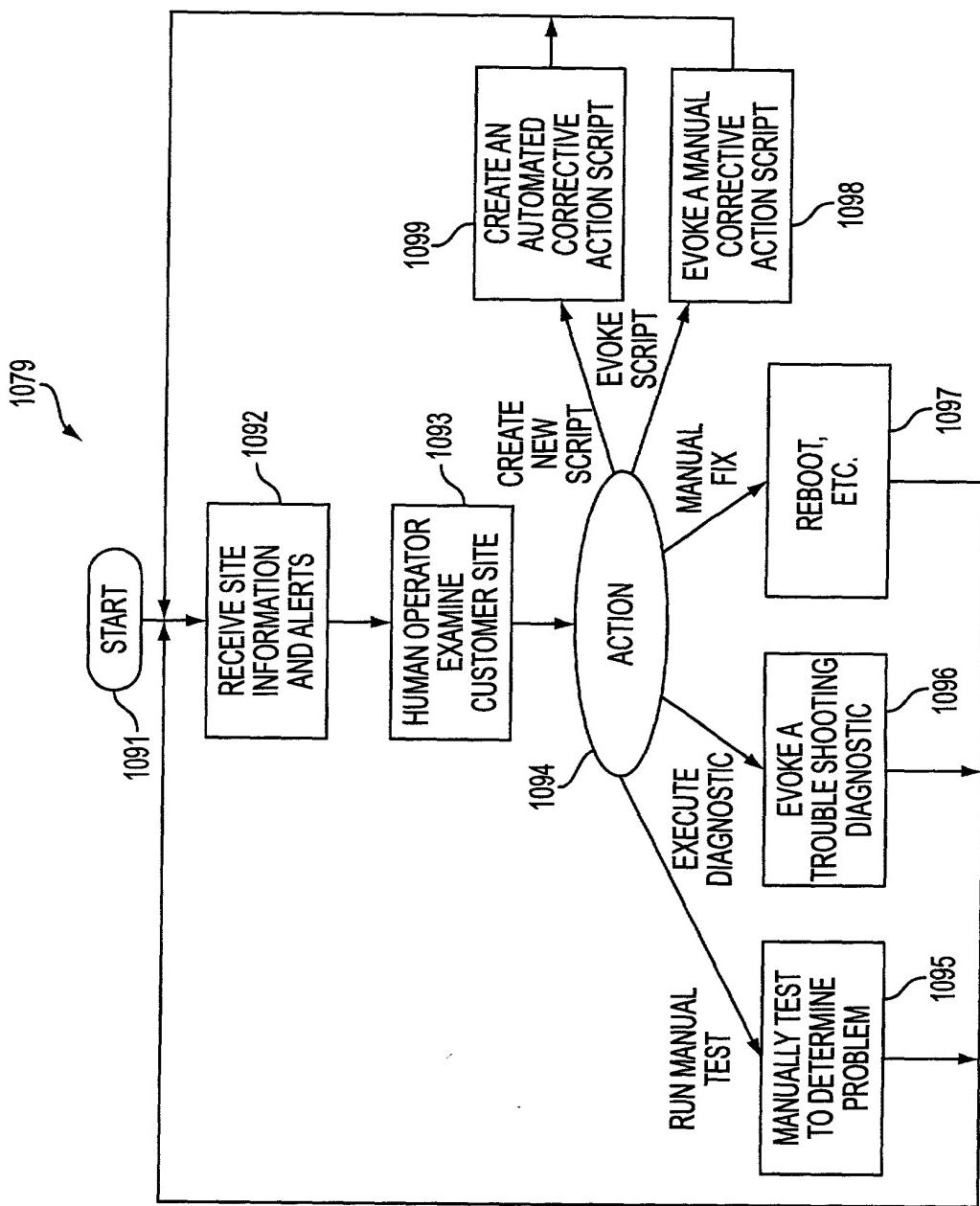


FIG. 20